

## AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: West Virginia Department of Veterans Assistance

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Deputy Secretary Billy Wayne Bailey

Date of Review: 07/26/2012

In responding to the following questions, please use additional sheets as necessary.

Key Participants: \_\_\_\_\_

NAME	JOB TITLE	ROLE IN EMERGENCY
Keith Gwinn	Cabinet Secretary	Team Leader
Billy Wayne Bailey	Deputy Secretary	Team Leader
Dr. Kevin Crickard	Administrator, VNF	Ensures Operations of Nursing Facility in Clarksburg
Stacy Brown	Administrator, VH	Ensures Operations of Veterans Home in Barboursville
Mike Lyons	Operations Manager	Disseminates information to Dept.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

**To continue to provide services to our Veteran residents in the Veterans Nursing Facility located in Clarksburg, WV and the Veterans Home located in Barboursville, WV.**

**Services include meals, comfortable living conditions, healthcare services, transportation to and from medical appointments, etc.**

**The generator currently at the Veterans Nursing Facility is inadequate to operate all necessary functions at the VNF, but is large enough to operate the Veterans Home refrigeration and cooling system of the dining facility.**

**Our solution is to move the generator from the Clarksburg Veterans Nursing Facility to the Barboursville Veterans Home and follow proper purchasing procedures in obtaining a larger generator for the Veterans Nursing Facility.**

What went well and why?

(What were the successful steps taken towards achieving your objective?)

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Both the Veterans Nursing Facility & Veterans Home continued to function.	- Routine inspection of equipment Larger generator for facilities.
All non- essential personnel were notified in a timely manner per Governor's orders	- Continue to update personnel on procedures and proper contact information.

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

WHAT CAN BE IMPROVED	RECOMMENDATIONS
Larger/More Powerful Generators	Move generator from the VNF to the Veterans Home
	Purchase a more powerful generator for the VNF Veterans Nursing Facility in Clarksburg
	See page 1 for details re: generator(s)

## AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: West Virginia Veterans Nursing Facility

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Dr. Kevin Crickard, Administrator Date of Review: July 18th, 2012

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
(See Attached Roster)		

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

(See Attached Summary)

What went well and why?

(What were the successful steps taken towards achieving your objective?)

SUCCESES	HOW TO ENSURE SUCCESS IN THE FUTURE
Maintained 71 - 81 degree range in resident living areas	Link emergency power to Chiller.
	Install more powerful Emergency Generator.
	Install more powerful chiller.

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

WHAT CAN BE IMPROVED	RECOMMENDATIONS
Install Back-up Chiller.	Develop Scope of Work
Install more powerful Emerg. Gen.	Bid to Architect.
Connect Chiller to Emerg. Gen.	Bid Project Specifications.
	Complete Project

Power Outage Emergency  
6/29/12 – 7/1/12

On or about 1700 on Friday, June 29<sup>th</sup>, 2012 a "land hurricane" swept through the Eastern half of the U.S. 3 million Americans were without power from Indiana to New Jersey. West Virginia had 27 counties without power, and Harrison County was no exception. At the West Virginia Veterans Nursing Facility, we went on emergency generator power around 1730 on June 29<sup>th</sup>, 2012.

We immediately implemented our Power Outage and Heat Wave policies. I notified OHFLAC on the evening of the 29<sup>th</sup>, leaving a message on their phone. After sending the Purchasing Director an emergency purchase request, I sent our acting Building and Grounds Manager to purchase 25 portable Air Conditioning Units and 80 fans (one fan per resident room). The Director of Administrative Services contacted purchasing to increase the spending limits (per occurrence and overall). Additionally she secured additional diesel fuel for our Emergency Generator. The DOT quickly responded with 100 gallon increments.

The Emergency Generator ran during the entire time of the power outage. The Chiller was not connected to the generator and with outside temperatures approaching 90 degrees, it was necessary to purchase the supplemental cooling.

During the time of the power outage, we congregated the residents in their rooms and their respective hallways. We did not allow them to go to the warmer common areas or outside in the heat and direct sunlight. Ice water was continuously offered to all residents in addition to other beverages such as juice, coffee and tea. The residents were clothed in their coolest attire, and they were constantly monitored for signs of heat exhaustion. Curtains were pulled in resident rooms to help reduce heat.

Laundry was suspended to preserve water. We had just purchased 150 gallons of potable water the week before as the previously stored water had "expired" and needed to be replaced. Towels were placed in front of resident refrigerators; as they began to defrost, water pooled up and made a potential slip hazard.

Extra meals were ordered from the kitchen staff for employees. Extra food was ordered for those who worked the emergency: Pizza, lunch food trays, vegetable/fruit trays, and meat/cheese trays. Employees were allowed to eat the "resident" snack food. The Federal kitchen staff was on notice, and they intentionally delayed "docking" the Re-therm units to avoid potential overheating due to the excessive heat in our kitchens.

We maintained constant communications with Paul Bump at Harrison County Emergency Services. The idea of a potential evacuation was reviewed with Robert C. Bird High School as a potential site. The National Guard was put on stand-by in the event we were not able to maintain reasonable temperatures in the building.

By the end of the day on Saturday, we decided not to evacuate. With our computerized monitoring system, we were able to determine that temperatures in 99% of resident living areas were being constantly and consistently below the upper limit of 81 degrees. The maintenance personnel successfully vented the 25 portable A/C units, and the resident hallways kept cool. One false-alarm was called into the 911 center, and a National Guard representative visited our facility expecting an evacuation scenario. The Director of Administrative Services instructed him that we were not evacuating.

We decided to allow a temporary exception to our agency nurse staffing guideline by allowing them to receive overtime for their efforts. This was authorized by the Purchasing Director. We normally give them a flat rate for their services.

The power returned at 0530 on Sunday, July 1<sup>st</sup>. We decided to leave the portable A/C units in place for a while so that the Chiller can get caught up. The Director of General Services contacted me and pledged their future assistance in evaluating the effectiveness of our current emergency power. We are currently evaluating a number of improvements including the possibility of trading our existing generator in for a more powerful one that would run the entire building including the emergency generator.

Monday, July 2<sup>nd</sup>, 2012 was designated as an "essential personnel" day by the Governor. Only direct care and essential staff worked at the facility that day. Business as usual returned on Tuesday, July 3<sup>rd</sup>, 2012. We continued to experience some staffing issues due to electrical outages in outlying areas, but we anticipate returning back to 100% normal in the next week or two.

Dr. Kevin Crickard,  
Administrator

Alvaro	Frankie	
Ash	Michelle	
Blair	Debra	
Blumenstetter	Bob	
Bowen	Linda	
Carder	Clarissa	
Carothers	Rick	
Chapin	Janet	
Circosta	Brenda	
Crim	Julia	
Cutright	Jennifer	
Garrison	Charlotte	
George	Roger	
Glover	Lorenda	
Griffin	Troy	VA-Kitchen
Harkless	Nichole	
Hess	Kathy	
Hileman	Catherine	
Hillberry	Pamela	
Hodge-Winning	Vicki	
Hudson	Loring	
Jones	Tiffany	
Kennedy	Tammy	
Lanham	Freda	
Mang	Bill	
Markham	Melissa	
Markham	Sharon	Agency
McCloud	Steve	VA-Kitchen
McMullen	Julie	
Merritt	Danielle	
Miller	Kimberly	
Moore-Dumire	Rhonda	
Morris	Michelle	
Pauley	Grace	
Pendleton	Gladys	Agency
Perrine	Beverly	
Peterson	Cabrina	Agency
Phillips	Sara	
Pritt	Rich	
Riley	Cathy	
Russell	Judith	
Saliga	Michael	
Shaver	Calvin	
Simpson	Anita	
Slater	Alice	
Smith	Raelyn	
Squires	Vanessa	

Stanton  
Starkey  
Stewart  
Swiger  
Webb  
Wood  
Workman  
Yoder  
Yoke  
Yokum

Kimberly  
Wilma  
Heather  
Lisa  
Abby  
Stephen  
Suzanna  
Debra  
Richard  
Cynthia

VA-Kitchen